

Halcyon Care Homes Limited

# Hazel End Care Home

## Inspection report

Kitchener Road  
Bishop's Stortford  
CM23 1EN

Tel: 01279925388

Date of inspection visit:  
15 March 2021

Date of publication:  
22 March 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Hazel End Care Home is registered to provide accommodation and personal care for up to 66 people. At the time of our inspection there were 34 older people living at the service. The home is purpose built to accommodate older people.

We found the following examples of good practice:

Two purpose-built screened areas had been created on the ground floor to allow people and their family members to visit each other safely.

The home provided several social media platforms to help people stay in touch with their friends and families.

There was a robust visitor management procedure in place to ensure people were kept safe.

Comprehensive risk assessments had been completed for all staff to help mitigate the risk of COVID 19 infection.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Hazel End Care Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 March 2021 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.